INTERNAL MANAGEMENT POLICY & PROCEDURE

Kansas
Department of Corrections

Applicability: ☐ Adult Operation Only ☐ JUVENILE Operations Only ☒ DEPARTMENT-WIDE

INFORMATION TECHNOLOGY AND RECORDS: Customer Service Center

Original Date Issued: 07-13-16   Replaces IMPP Issued: 07-13-16   **CURRENT EFFECTIVE DATE: 07-21-23**

Approved By: _____, **Secretary**   **Next Scheduled Review:** 07/2026

POLICY

In matters of information technology (IT), the Department of Corrections Customer Service Center shall provide assistance and support coordination throughout KDOC's adult and juvenile facilities, Central Office, Community Corrections offices and the Parole regions through KDOC's Help Desk application.

To request assistance, the user shall complete and submit a Help Desk ticket. During network outages and Help Desk downtimes, users shall contact the Customer Service desk by phone to report issues.

For detailed instructions and procedures regarding IT Customer Service Center, see related Standard Operating Procedures (SOPs).

DEFINITIONS

Customer Service Center: A Central Office area staffed by IT Technicians designated to handle specific IT support requests and provide coordination of submitted Help Desk tickets.

Help Desk ticket: URL- https://webhelpdesk.doc.ks.gov/helpdesk/WebObjects/Helpdesk.woa
An electronic form used by KDOC staff to initiate IT problem tickets. This form shall be completed by the user to alert IT staff of their issue and shall be used to coordinate and track each IT issue to a resolution. This user submitted ticket is automatically sent to the Customer Service Center or the technician assigned to support the problem being reported. Tickets remain open until each case is resolved, with the user assigning the final resolution to each ticket.

Information Technology Problem Types: Athena, Offender Management Information System(OMIS), Juvenile Correctional Facility System(JCFS), Kansas Adult Supervised Population Electronic Repository(KASPER), Document Imaging, Employee Pictures(EPIC), Resident and Staff badging (Picturelink), computer software, computer hardware, data circuits, voice mail, telephone-service and equipment issues (*excluding resident phones)*

PROCEDURES

I.   **Responsibilities**

    A.   User

        1.   KDOC users shall submit Help Desk tickets defining and sharing detailed information concerning their IT issues. Tickets shall include pertinent information in all mandatory ticket fields and as described in the text boxes shown on the ticket. During network outages and Help Desk downtimes, users shall contact the Customer Service desk by phone to report issues.

    B.   Customer Service

        1.   Customer Service staff shall work received tickets whenever possible. Tickets requiring specialized expertise or local assistance shall be escalated to the proper Tech Group for assistance.

    C.   IT Technicians

        1.   Tickets shall be assigned by the Help Desk application to a pre-defined Tech Group for assistance or escalated to the appropriate IT Technician for resolution of the specific IT issue. Technicians are responsible for working all assigned tickets in a timely manner.

II.   **This IMPP must serve as final policy in all departmental facilities, and no General Orders shall be developed or implemented on this subject.**

NOTE: The policy and procedures set forth herein are intended to establish directives and guidelines for staff and offenders and those entities that are contractually bound to adhere to them. They are not intended to establish State created liberty interests for employees or offenders, or an independent duty owed by the Department of Corrections to employees, offenders, or third parties. Similarly, those references to the standards of various accrediting entities as may be contained within this document are included solely to manifest the commonality of purpose and direction as shared by the content of the document and the content of the referenced standards. Any such references within this document neither imply accredited status by a Departmental facility or organizational unit, nor indicate compliance with the standards so cited. The policy and procedures contained within this document are intended to be compliant with all applicable statutes and/or regulatory requirements of the Federal Government and the state of Kansas. This policy and procedure is not intended to establish or create new constitutional rights or to enlarge or expand upon existing constitutional rights or duties.

REPORTS REQUIRED

None.

REFERENCES

None.

HISTORY

07-13-16 Original
07-21-23 Revision 1

ATTACHMENTS

None.